



In Touch



**Newsletter by employees, for employees of the
American Printing House for the Blind, Inc.**

July / August 2002

Accounting Department Keeps Traffic Flowing

Kate Bowers, Public Affairs Intern



Jody Bachmann
(Accounting)
"manages traffic"
at the front door
by greeting
APH visitors
and routing
phone calls.

“We see them all,” says **Theresa Close**, Manager of Financial Services. “Sooner or later everyone who works at APH comes through the Accounting Department.” In the same way that a heart pumps blood, directing and distributing it to vital organs throughout the body, the Accounting Department tracks the flow of money to every department and every individual associated with APH.

The Accounting Department has existed in some form since APH’s beginnings. Plant Controller **Lee Wickenheiser** explains, “For as long as APH has made products, it has needed someone to keep track of them.” The department has remained relatively small through the years, currently with 12 staff members.

The Accounting Department is one arm of the larger Finance Department. Accounting is divided into three areas of responsibility: Inventory/Cost, General Accounting, and Financial Services. Each of these areas interacts in a different way with other departments and with people outside APH. **Bill Beavin**, Chief Financial Officer and Vice President of the Finance Department, oversees the Accounting Department. He is quick to highlight the sense of responsibility members of Accounting demonstrate: “We’re very fortunate in that we have a mix of people who are professional and understand what their responsibilities are.”

Inventory/Cost

The Inventory/Cost area is key to the Accounting Department in two major ways. First, it keeps an inventory of all products in APH, which includes raw materials, finished goods, store supplies, resale items, and electronic goods. Second, it sets the cost of all products by factoring in the costs of materials, labor, and overhead that are necessary to finish that product. The Inventory/Cost area is home

continued on next page

to five people: **Lee Wickenheiser**, Plant Controller; **Chris Garr**, Cost Accounting Supervisor; **Anna Fox**, Cost Accountant; **Phyllis Williams**; Inventory Control Supervisor; and **Mary Reinert**, Inventory Clerk. (There was a detailed article about Inventory/Cost and staff photos in the September/October issue of *In Touch*. Call the Public Affairs Department for a copy.)

General Accounting

Dwight Williams, Manager of General Accounting, is responsible for managing the general ledger, which includes information on all money transactions, and producing the financial statement. The financial statement shows what APH is worth at a given point in time, and whether APH is making or losing money. At the end of each fiscal year (which begins October 1 and ends September 30), a team of outside auditors checks to make sure all financial information is accurate.


Dwight works with Theresa to draw down funds from the federal government for eligible expenses, which go to Educational Research, Advisory Services, and the production of books. He also works with **Brett Pike**, who maintains the capital expenditures budget.

Financial Services

Financial Services tracks the distribution of money both inside APH and with outside customers and vendors. **Joanie O'Brien**, Accounts Receivable and Payable Clerk, handles customer invoicing, posting federal quota money, and collections on the Receiv-

able side, and vendor payments and matching invoices to purchase orders on the Payable side. **Mary Smith**, the Payroll Clerk, works to ensure that employees are compensated accurately for their time. Receptionist **Jody Bachmann** is also in Financial Services, “directing traffic” through the front door and over the telephone. Financial Services interacts extensively with other departments at APH, especially any other department that is concerned with the business side of APH.

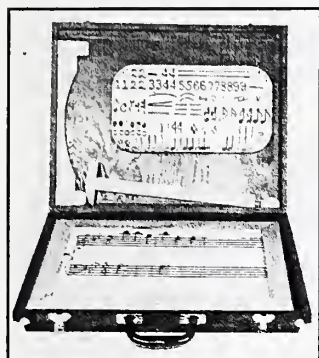
Financial Services also oversees APH’s benefits programs, which include health, life, and dental insurance, 401(k) plans, and flexible spending accounts (FSAs). The 401(k) plan was started in July of 1999 and has been a huge success. Over 90 percent of APH employees participate in the 401(k) plan, and contributions have totaled over \$2 million. FSAs, which were started in July 2001, provide employees with tax-free money for medical expenses not covered by insurance.

If longevity is any guide to the quality of a workplace, the Accounting Department is a great place to work. Its 12 employees have worked at APH for a total of 223 years! Theresa, who has worked at APH for 19 years, praises APH as “a very laid-back, friendly place to work... Everyone is reachable.” Due to the variety and complexity of the tasks in Accounting, teamwork is key for everyone to coordinate their efforts. Dwight is impressed by the teamwork in the Accounting Department: “Everyone may have different goals but we work well together to achieve them.” 

Charles J. Beetz and the Beetz Notation-Graph

Carol Tobe, Public Affairs

One of the most venerable of APH products, the Beetz Notation-Graph appeared in catalogs over a 50-year time span.



Beetz Notation-Graph

It was first produced in 1934. After about ten years, it was taken out of production, only to be updated and produced again in 1956. It was offered in APH catalogs for the next thirty years. The price of the product at its introduction was \$15 and when it was last offered, the price was \$316.99.

The Notation-Graph is a model of the Grand Staff mounted on a corkboard. Musical symbols, notes, rests, sharps, flats, etc., were made of metal with sharp pin backs so that they could be positioned on the staff.

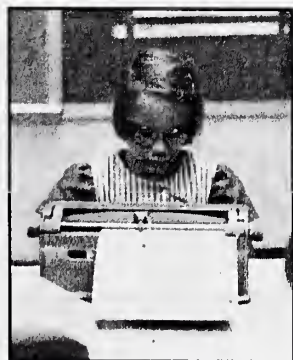
It was designed to familiarize blind music students with the system of notation used by sighted people and to enable blind music teachers to teach sighted pupils to read music. **Charles J.**



Beetz, pianist, teacher, composer, and Director of the Lighthouse Music School in New York City, invented the Beetz Notation-Graph in 1932. Beetz donated the production rights to APH.

Born in Brooklyn in 1886, Beetz lost his sight at the age of 8. He was educated at the New York Institute for the Education of the Blind where he studied music and gave his first public piano recital at age 11. After graduation he taught privately and continued his studies at the National Conservatory of Music in New York City. After heading the piano department for over ten years, he became director of the Lighthouse Music School of the New York Association for the Blind in 1946. In 1959, Beetz was presented honorary doctorate in music from Seton Hall College. He died in 1970. ©

Featured Employee in the next issue of APH In Touch



Who is this? Some "helpful" clues...

- She is a Louisville native.
- She has two cats and one dog.
- Her beverage of choice is flavored coffee.
- Music is a passion for her. She sings in a church choir, loves Michael Jackson, and has an impressive CD collection.
- She has been at APH for more than 3 but fewer than 23 years.

Send us your news for the next issue!



Congratulations to **Rose** (formerly Abbott) and **Ted Zinious**, who were married on June 7 in Pigeon Forge, TN.



During the week of July 4, 181 people attending the National Federation of the Blind (NFB) conference in Louisville took tours of APH. *Special thanks to our tour guides and assistants for giving these special visitors a warm welcome to APH.*



Best wishes to **Jane** (formerly Lyons) and **Jimmy Thompson**, who were married on May 25 in Louisville.



It is with much sadness that APH marks the recent death of **Marilyn Cundiff** (Development). Ever friendly and warm-hearted, Marilyn worked at APH for 34 years, and was profiled in the November/December 2000 issue of *In Touch*. She is survived by 2 caring daughters, **Kathy** and **Missy**.

Congratulations to **Barry Bernson** and **Chris Parente**, narrators in the Talking Book studio, for being voted in the top 5 Best of Louisville-Local TV Morning Host. Results of the annual *Louisville Magazine* contest were announced in the July 2002 issue.



Three staff members from the Customer Relations Department (**Rosanne Broome**, **Fred Gissoni**, and **Aimee Cline**), and **Roger Smith** (Technical Research) represented APH at the American Council of the Blind (ACB) conference in Houston, Texas the week of July 4. Rosanne says that staff really enjoyed this opportunity to meet APH customers "face to face," to present new APH products, and to attend workshops and conference gatherings.



Lots of you guessed that **Ronny Overstreet** is the APH employee being featured in this *In Touch*. First to guess correctly were **Debra Harrison** (Large Type), **Mary Jean Wilson** (Braille Production), **Sharon Gatewood** (Proofreading), and **Janet Brown** (Shipping and Receiving). Congratulations!



Welcome new employees! **Michelle Alexander** (Shipping/Receiving), **Kate Bowers** (Public Affairs), **Elaine Evans**, **Andrea Herron**, **Jaime Mingis**, and **Jack Wallen** (Studio), and **Tessa Wright** (Educational Research). *We're glad to have you aboard!*

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Congratulations to **Dale Carter Cooper**, a narrator in the Talking Book studios for 39 years, who recently received

a special lifetime achievement award from the American Foundation for the Blind (AFB). Dale is the first person ever to receive this prestigious award, which was presented to her in Madison Square Garden on June 3. **Tuck Tinsley** joined her to celebrate her accomplishments.

Featured Employee

Ronny Overstreet

Kate Bowers, Public Affairs Intern



In Touch .. ::::

Ronny “**RO**” Overstreet truly comes from an APH family. His mother, Essie, worked in Large Type until 1969, and his two sisters also worked at APH in the late 1960s. His sister-in-law, **Marsha Overstreet**, works in customer relations, where she oversees **Kathy Fritz**, RO’s girlfriend!

RO joined APH in 1978, working the night shift. He worked with flexible records for 11 years before they were phased out. He then worked in Educational Aids for 6 years and joined Shipping/Receiving in 1995. RO says he is happy to work at APH because “helping the blind is a rewarding experience.”

RO grew up with a close-knit family in the East End of Louisville, where he has lived his entire life. His father is from Casey County, Kentucky, and his mother, who still lives in the East End, is from Washington County, Kentucky. RO’s two sisters and his brother also live in Louisville, as well as his son,

Ronny Jr. (26), and his grandson, who is 7. RO attended Aarons Vocational Technical School. His first job after he finished school was at Walt



RO and his son **Ronny, Jr.** (left)

Disney World! He has also worked for the Board of Education and the Navy, where he filed “secret” documents. He jokes, “I should have kept that job.”

In his spare time, RO relaxes by shooting pool and watching TV, especially the Andy Griffith Show. He is also an avid karaoke fan and claims to be quite talented at it, owing his success as a karaoke singer to frequent practice sessions on his brother’s karaoke machine. RO enjoys riding motorcycles and would like to buy one, but for now, he is happy to drive to work every day with Kathy. ☻

Large Print Student Atlas of the World

Elaine Kitchel, Educational Research

APH has embarked on an exciting new cooperative venture to provide a large print atlas to students with visual impairments. The National Geographic Society cartography department, the University of Louisville geography department, and APH will all be working together to provide digital imaging, expertise, and knowledge for the production of large print maps. **Gary Mudd** (Vice President for Public Affairs) and **Nancy Lacewell** (Public Affairs) have been working hard behind the scenes to build the bridges needed for the effort to begin.

In that effort, four VI teachers returned to APH June 10-11 for ArcView software training. Each trainee has expertise in geography and served on the Large Print Atlas Focus Group in 2001. Participants were **Lane Koniak**, Oregon; **Judy Strauss-Schwartz**, New York; **Jean Reid**, Virginia; and **Kathy Kruse**, Arizona. ArcView is a program which allows users to access and manipulate digital maps. This lends itself very well to enhancing maps for low vision. **Bob Forbes**, an expert in the use of ArcView and Geography Information Services Center director at the University of Louisville, conducted the training. APH staff from Educational Research and ATIC also participated.

It is hoped that by learning the use of this software, we at APH will be able to design, manipulate, and produce our own maps in the future.



Continuous Improvement Update

Arthur Vaughn, Human Resources

As we pass the halfway point of 2002, it's time to stop and look at where we are with our CI program. The current dollar savings stand at \$100,772.57 for the year. This takes into account some savings that were determined at the end of last year. We have several ideas that have not yet had savings attached to them. We will have larger savings than last year, but just how much larger depends on the ideas we generate the rest of this year.

You can now monitor the CI savings as they grow. We have placed a volcano chart in several places throughout APH. As we determine savings, we will update our charts. We will also focus on a success story each month and give some details of the team's success. Some teams have traditionally supplied us with the largest savings and this year looks to be the same. Our Finance and Accounting Team again this year has shown tremendous savings. One savings alone was worth \$41,000.00 (renegotiated paper rates). Another huge savings came from the Resource Services / Public Affairs / ATIC / Public Affairs Team.

Late last year, ATIC and Operations Engineering worked together to develop a new Braille textbook cover and binding process. This new process allows us to create better-looking books that are easier to use, and resulted in a \$ 9,723.00 savings.

Several teams have made improvements this year. Whether it is a financial savings or a

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productivity improvement, they are all important. Not all teams will have the chance to have the big saving success. By the nature of their jobs, they may not be exposed to an area

that can realize a big change or improvement. It is still important to look for savings and to be an active member of a Continuous Improvement team. ☯



Customer Comments

Rosanne Broome, Customer Relations

Fred Gissoni had several conversations with a woman needing advice concerning her mother who recently lost her vision. One of her emails to Fred read...

"Thanks for your great advice about helping my mother to identify floors on an unmarked elevator. You've made me aware of so many things I didn't know existed. Best of all, you really lifted my mother's spirits. During the past couple of days, she has spoken (for the first time) about how isolated she feels. At the same time, she has refused to attend meetings at area low vision clubs. After your conversation, she stated that she plans to attend the meeting scheduled at her community and expressed the desire to attend our city's low vision club. It's nice to see her proactive again. She is a remarkable woman and has amazed people at how well she has adapted. However, the last couple of months have been tough for her. You made a big difference. Thank you!"

Tuck Tinsley received a letter from a customer that read...

"I am writing to inform you of the high caliber of customer service I received from **Rosanne Broome** and **Eleanor Pestor**. Their level of dedication, professional manner, and generosity was exceptional. On June 3rd I called APH to place an order for several videotapes that I wanted to use in a graduate course I will be teaching at the University of Virginia, "Methods for Teaching Students with Visual Impairment," from June 24-28. Ms. Broome explained that one of the tapes I needed, the Cranmer Abacus, was on 'back order' until June 30th. When I explained that I needed the tapes for a class beginning before that, she talked with Ms. Pester, who was generous enough to allow me to borrow her personal copies! I was amazed at this gesture of goodwill and professionalism. I received those copies within 3 days! Needless to say, I was relieved and very happy. Their kindness saved me a great deal of effort." ☯

Birthdays



August

1 Jody Bachmann
3 Andrea Herron
4 Betsy Burnham
Jack Wallen
6 Tracy Ogan
7 Tony Grantz
8 Janet Brown
9 John Phillips
10 Aimee Cline
13 Kate Bowers
Tessa Wright
Barry Bernson
14 Elaine Evans
17 Margaret Nix
18 Gertrude Tyler
19 Debra Harrison

20 Sandra Allen
Lee Look
21 Terea Bethel
Jaime Mingis
Cary Crumpton
26 Jayma Hawkins
28 Linda Brown
Paul Harpenau
Terry Terlau
29 Moses Drane

September

1 Lonnie Carnes
Michael Hardin
Lee
Wickenheiser
4 George Williams

5 Tim Mackison
6 Silver Bryant
8 Michael Druin
Betty Hardin
10 Brian Dougherty
15 Jill Fox
16 Paul Douglas
Perry Garner
Rhonda Schaeffer
Bruce Huntley
19 Bill Beavin
20 Valerie Cox
Andreas Riegg
22 Kathryn Sanders
23 Deborah Timmel

Bettie Cox
24 Erin Johnson
25 Terri Coleman
27 Darrell Goodrich
Kathy Smiddy
Butch Hoover
Gary Mudd
30 Robert Steffen

October

2 Patricia Raley
3 Joyce Enteman
Darlene Jones
5 Bonnie Rogers
8 Saramma George
Janet Williams
9 David Belt
David Myers

12 Nancy Williams
14 John Polk
Tom Poppe
15 Rebecca Snider
Jack Decker
16 Rita Hayes
18 Loretta Devore
Debra Allgood
Jim Hill
19 Barbara Acra
20 Judy Franke
21 Sandy Baker
22 Eudora Smith
25 Linda Hill
Norma Hardin
27 Teresa Davis
28 Ron Gadson
Rob Meredith
29 Martha Berry
31 Sandy Jeanes



Production Staff

Gary Mudd and Nancy Lacewell (Public Affairs)
Scott Blome and Bridgett Johnson (Communications)



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